

I hereby certify that this correspondence is being filed via
EFS-Web with the United States Patent and Trademark Office
on 12/16/10.

PATENT
Attorney Docket No.: 021756-060130US
Client Ref. No.: OID-2008-373-03

TOWNSEND and TOWNSEND and CREW LLP

By: /Linda Shaffer/
Linda Shaffer

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Safaa H. Hashim

Application No.: 10/669,885

Filed: September 23, 2003

For: TECHNIQUES FOR ARRANGING
VIEWS AND NAVIGATING IN A
WEB-CENTRIC INSURANCE
MANAGEMENT SYSTEM

Customer No.: 51206

Confirmation No. 2221

Examiner: Rachel L. Porter

Technology Center/Art Unit: 3626

AMENDMENT

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Commissioner:

In response to the Office Action mailed August 16, 2010, please enter the
following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this
paper.

Remarks/Arguments begin on page 10 of this paper.